

# Shareholder's Quick Reference Guide



Investments offered by PFS Investments Inc.  
Primerica and PFS Investments are affiliate companies.

# Table of Contents



How to Contact Primerica Shareholder Services 3



Primerica Shareholder Services Personal Investor Line 4



Interactive Voice Response Unit 5



Understanding Your Confirmation Statement 6



Your Consolidated Quarterly Statement - An Overview 8



Tax Forms We Provide 12



Following Fund Prices Online 14



Our Web Site: [www.shareholder.primerica.com](http://www.shareholder.primerica.com) 15



How to Make Additional Investments 16



How to Redeem Shares from Your Account 17



How to Exchange Shares Within Your Account 20



Other Account Management Services 21

# **How to Contact Primerica Shareholder Services**

## **• By Mail**

If you would like to submit written redemption or exchange requests, additional investments to existing accounts, or general correspondence, please send them to:

**Primerica Shareholder Services  
P.O. Box 9662  
Providence, RI 02940-9662**

If you would like to send items via overnight delivery, please send them to:

**Primerica Shareholder Services  
4400 Computer Dr.  
Westborough, MA 01581**

## **• Online**

To access fund or account information, go to [www.shareholder.primerica.com](http://www.shareholder.primerica.com)

## **• By Phone**

To obtain fund or account information, or to speak with a Customer Service Representative, please dial 800-544-5445. Phone calls to Primerica Shareholder Services customer service center are recorded and may be monitored for quality assurance purposes.

Primerica Shareholder Services ofrece acceso a través de la línea en español de Servicio al Cliente. El servicio de habla española está disponible de 8:00 AM a 8:00 PM Hora Este, de Lunes a Viernes. Para hablar con un representante de habla española, marque el 800-544-7278.

Hearing or speech impaired clients may contact Primerica Shareholder Services at no cost using the Telecommunications Relay Service (TRS) by dialing 711. For more information, please refer to the Federal Communications Commissions TRS user guide [fcc.gov/consumers/guides/telecommunications-relay-service-trs](http://fcc.gov/consumers/guides/telecommunications-relay-service-trs)



## ***Personal Investor Line***

# **800-544-5445**

Primerica Shareholder Services provides you with the **power of choice** via our **toll-free** Personal Investor Line. Primerica Shareholder Services Customers may select:

### **Personal Service**

Our Customer Service Representatives are ready to answer specific questions about your accounts and provide a wide range of transaction and maintenance services.

Our Service Center is available to personally assist you Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern Time.

Our Customer Service Representatives can assist you with:

- ***Account and Portfolio Balances***
- ***Fund Rates of Return***
- ***Address Changes***
- ***Changing Options on Your Pre-Authorized Drafts***
- ***Updating Your Investment Objective***
- ***Processing Financial Transactions***
- ***And Much, Much More***

# *Interactive Voice Response Unit*

Our Interactive Voice Response Unit is available 24 hours a day, 7 days a week to give you up-to-date price and personal account information, as well as the ability to request financial transactions (purchase or sell shares, exchange between funds, etc.)

## **Speech Recognition Menu**

Our speech recognition service allows you to verbally interact with the system. The following spoken commands may be used to access information:

- **“Balance”** – To hear portfolio, account and position values.
- **“Place a Trade”** – To process financial transactions (redemptions, purchases, exchanges).
- **“Change Bank Draft”** or **“Change Contributions”** – To stop or restart your bank drafts.
- **“Transaction History”** – For a listing of the most recent financial transactions associated with your account.
- **“Fund Information”** – To hear fund price and performance information.
- **“Statements”** – To request a duplicate year-to-date statement.
- **“Forms”** – To request a duplicate Consolidated Tax Form.
- **“Change PIN”** – To change your Personal Identification Number. When prompted for a PIN you can say “I don’t have one” to reset or establish a PIN.





# ***Understanding Your Confirmation Statement***

A Transaction Confirmation will be generated and mailed to your address of record whenever transactions change the share balance of your account. The following information can be found on your Transaction Confirmation:

## **• Your Account Registration**

Each account is established and registered per the information provided on your New Account Application. Please review the registration and address information on your confirmation statement to verify your account has been established according to your investment needs. If your account registration indicates incorrect information, you must notify Primerica Shareholder Services or your Primerica Representative immediately. It is important to ensure your account type is correct so that the appropriate tax reporting is properly communicated by Primerica Shareholder Services to the IRS.

## **• Transfer On Death Registration**

Eligible voluntary accounts that are established with Transfer On Death (beneficiary) Registration, will be governed by Primerica Shareholder Services Rules and the laws of the State of Georgia.

## **• Your Account Number**

This is the 9-digit number that is specifically assigned to the account bearing this registration.

## **• Your Fund's NASDAQ Symbol**

Each mutual fund is assigned a unique symbol by NASDAQ (FINRA Automated Quotation System). When submitting subsequent investments, written redemption or maintenance requests, please include the NASDAQ symbol for your fund along with your 9-digit account number.

- **Account and Transaction Details**

Here you will find the transaction(s) that generated the Transaction Confirmation along with your share balance and account balance.<sup>2</sup>

- **Sales Charge**

Investments offered with a front-end sales charge will display a calculated sales charge and percentage.<sup>3</sup> If you are systematically investing, applicable calculated sales charges will be confirmed on your Quarterly Statement.

- **The Invest-By-Mail Form**

The Invest-By-Mail form is used to submit subsequent investments for your account. Simply complete the form and return it with your personal check.

- **Address Changes and Tax ID Number Corrections**

The reverse side of the Invest-By-Mail form also provides an area where you can notify Primerica Shareholder Services of any address changes or corrections to your Tax ID Number. You should notify Primerica Shareholder Services immediately regarding an address change. If you have multiple accounts linked for householding (for printing and display of account information on a single consolidated quarterly statement) and your address changes, you must notify Primerica Shareholder Services of the address change for each account.

# Your Consolidated Quarterly Statement - An Overview

## • When Will You Receive a Quarterly Statement?


If you have more than one fund with activity on your account, you will receive a consolidated statement at the end of each calendar quarter.

### Household Value Summary

**Summary:** The Household Value Summary shows a quick way to view the total value of your household accounts.

### Account Summary:

Household accounts are divided into two summary sections: Retirement & Non-Retirement. The section below will repeat starting on Page 5 for Non-Retirement Accounts.



00003 EM PF1D0001  
#BWVNDLW  
#B5V02S2545CP  
SALLY SMITH  
STAN SMITH JTWR0S  
123 MAIN ST  
ANYWHERE, GA 30000

Page 1 of 10

**Quarterly Statement**  
January 1, 2017 - March 31, 2017

Thank you for going Paperless!

**Branch Office**  
Office for FANS Employees  
770-381-1000

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**1** Household Value Summary

Retirement Accounts	\$14,469.33
Non-Retirement Accounts	\$29,419.14
<b>Total Household Value</b>	<b>\$43,888.47</b>

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**2** Retirement Summary

Account Name	Account Number	Representative	Value
<b>Retirement</b>			
PFS INVESTMENTS CUSTODIAN FOR THE IRA OF STAN SMITH	123456789	John Doe	\$14,469.33
<b>Non-Retirement</b>			
SALLY SMITH STAN SMITH JTWR0S	234567891	John Doe	\$1,301.28
SALLY SMITH STAN S SMITH JTWR0S	345678912	John Doe	\$11,294.30
SALLY SMITH INVEST/FOR STAN SMITH MA/GA	456789123	John Doe	\$16,823.56







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**Activity Summary**

Beginning Value as of 01/01/17	\$13,909.46
Purchases*	\$0.00
Withdrawals*	\$0.00
Fees	\$0.00
Dividends and Capital Gains Reinvest	\$14.13
Investment Results	\$545.74
<b>Ending Value as of 03/31/17</b>	<b>\$14,469.33</b>

\* Includes Transfers

**Asset Allocation**

	12% Aggressive Equity	\$1,778.80
	44% Large Cap	\$6,406.54
	0% Aggressive Bond	\$0.00
	5% Sector/International	\$724.83
	17% Bond/Home	\$2,376.69
	22% Balanced	\$3,182.47
<b>100% Total Retirement</b>		<b>\$14,469.33</b>





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Primerica Shareholder Services, P.O. Box 9662, Providence, RI 02940-9662

www.primerica.com 1-800-544-5445

Delmar mutual fund service award winner 14 years in a row.



**Value History:** The Net Investment is the total amount deposited minus the total amount withdrawn.

NOTE: For shareholders with shares in their account(s) prior to converting those account(s) to Primerica, the prior activity may not be reflected in your Net Investment and/or Portfolio Value accounts.

**Year-To-Date Retirement Contributions Summary:** This section offers a brief summary of contributions for all Retirement Accounts.

Page 2 of 10

**PRIMERICA**

**Quarterly Statement**  
January 1, 2017 - March 31, 2017

**Value History** 3

The graph compares the market value of your retirement portfolio on 03/31/2017 to the net amount invested for the most recent four quarters and five year-end (if applicable). Net investment is the total amount you put in minus the total amount you withdrew. Please note, for those shareholders who hold shares in their account(s) prior to these account(s) converting to Primerica, activity prior to conversion may not be reflected in your Net Investment and/or Portfolio Value amounts.

**Year-To-Date Retirement Contributions Summary** 4

Account Number/Name	2016 Tax Year Contributions	2017 Tax Year Contributions	Rollover	Employer Contributions	Transfer of Assets
123456789 PFS INVESTMENTS CUSTODIAN FOR THE IRA OF STAN SMITH	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

**Beneficiary Information**  
It is important to check annually and make sure that your beneficiary information on your account is accurate and up to date. As an account holder, have you recently experienced death, divorce, marriage, birth or any other life changing events that would require you to update your beneficiary information? If so, please call our Customer Service Center at the number provided above or log into your account at www.shareholder.primerica.com.

Page 3 of 10

**PRIMERICA**

**Quarterly Statement**  
January 1, 2017 - March 31, 2017

**Retirement Detail** 5

**Value Summary** 6

Asset Class/ Fund Name	NASDAQ Symbol	Price Per Share	Beginning Share Balance	Value	Price Per Share	Ending Share Balance	Value
<b>Aggressive Equity</b>							
Inv Mid Cap Grw A	VGRAX	\$33.61	48.801	\$1,640.20	\$36.45	48.801	\$1,776.80
<b>Total Aggressive Equity</b>				<b>\$1,640.20</b>			<b>\$1,776.80</b>
<b>Large Cap</b>							
CB Div Strg 1	LGBX	\$21.21	288.843	\$6,126.36	\$22.18	288.843	\$6,406.54
<b>Total Large Cap</b>				<b>\$6,126.36</b>			<b>\$6,406.54</b>
<b>Sector/International</b>							
Inv Intl Grwth Cl A	AIEIX	\$30.35	22.779	\$691.34	\$31.82	22.779	\$724.83
<b>Total Sector/International</b>				<b>\$691.34</b>			<b>\$724.83</b>
<b>Bond/Income</b>							
Inv Corp Bd Cl A	ACCBX	\$7.19	328.609	\$2,362.70	\$7.19	330.555	\$2,376.69
<b>Total Bond/Income</b>				<b>\$2,362.70</b>			<b>\$2,376.69</b>
<b>Balanced</b>							
Inv Eq & Inc Cl A	ACEIX	\$10.56	292.506	\$3,088.86	\$10.88	292.506	\$3,182.47
<b>Total Balanced</b>				<b>\$3,088.86</b>			<b>\$3,182.47</b>

**Quarter-To-Date Activity Summary By Fund** 7

Fund Name / NASDAQ Symbol	NASDAQ Symbol	Beginning Value	Purchases*	Withdrawals & Fees*	Dividends & Capital Gains†	Exchanges	Investment Results	Ending Value
Invesco Corporate Bond Class A / ACCBX	ACCBX	\$2,362.70	\$0.00	\$0.00	\$14.13	\$0.00	-\$0.14	\$2,376.69
Invesco Equity and Income Class A / ACEIX	ACEIX	\$3,088.86	\$0.00	\$0.00	\$0.00	\$0.00	\$93.61	\$3,182.47
Invesco International Growth Fund - Cl A / AIEIX	AIEIX	\$691.34	\$0.00	\$0.00	\$0.00	\$0.00	\$33.49	\$724.83
ClearBridge Dividend Strategy Class 1 / LGBX	LGBX	\$6,126.36	\$0.00	\$0.00	\$0.00	\$0.00	\$280.18	\$6,406.54
Invesco Mid Cap Growth Class A / VGRAX	VGRAX	\$1,640.20	\$0.00	\$0.00	\$0.00	\$0.00	\$136.60	\$1,776.80
<b>Total</b>		<b>\$13,909.46</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$14.13</b>	<b>\$0.00</b>	<b>\$545.74</b>	<b>\$14,469.33</b>

\* Includes Transfers † Rollover Only

**Account Detail:** This section provides an in-depth summary of each account.

**Value Summary:** This section shows the share balance at the start and end of the quarter for each fund (ordered by asset class of fund.)

**Quarter-To-Date Activity Summary By Fund:** This section shows the account activity of each fund. NOTE: Transfers between funds appear under "EXCHANGES."

# Your Consolidated Quarterly Statement - An Overview (Continued)

**Transaction Detail By Fund:** This section shows the complete transaction detail per fund.

Page 4 of 10

**PRIMERICA®**

**8**

**Transaction Detail By Fund**

**Retirement Detail**

Account Number: 123456789 (Continued)

Invesco Corporate Bond Class A		ACCBX			
Transaction Date	Transaction Description	Dollar Amount	Share Price	Shares This Transaction	Share Balance
01/01/17	Beginning Value				328.600
01/31/17	Income Dividend Reinvestment	\$7.13	\$7.22	0.988	329.587
02/28/17	Income Dividend Reinvestment	\$7.00	\$7.31	0.958	330.555
03/31/17	Ending Value	<b>\$2,376.69</b>	<b>\$7.19</b>	<b>330.555</b>	<b>330.555</b>

Invesco Equity and Income Class A		ACEIX			
Transaction Date	Transaction Description	Dollar Amount	Share Price	Shares This Transaction	Share Balance
01/01/17	Beginning Value				292.506
NO ACTIVITY FOR THIS REPORTING PERIOD					
03/31/17	Ending Value	\$3,182.47	\$10.88	292.506	292.506

Invesco International Growth Fund - CI A AIIEIX

Page 5 of 10

**PRIMERICA®**

**9**

**Non-Retirement Summary**

Activity Summary	
Beginning Value as of 01/01/17	\$26,997.06
Purchases*	\$1,050.00
Withdrawals*	\$0.00
Fees	\$0.00
Dividends and Capital Gains Reinvest	\$0.57
Investment Results	\$1,371.51
Ending Value as of 03/31/17	<b>\$29,419.14</b>

\*Includes Transfers

Asset Allocation	
38% Aggressive Equity	\$11,051.14
24% Large Cap	\$7,073.70
0% Aggressive Bond	\$0.00
0% Sector/International	\$0.00
38% Bond/Income	\$11,294.30
0% Balanced	\$0.00
<b>100% Total Non-Retirement</b>	<b>\$29,419.14</b>

**Value History**

Non-Retirement Portfolio Value: \$29,419.14  
Non-Retirement Net Investment: \$11,365.30

The graph compares the market value of your non-retirement portfolio as of 03/31/2017 to the net amount invested for the most recent four quarters and five year-ends (if applicable). Net investment is the total amount you put in minus the total amount you withdrew. Please note, for those shareholders who held shares in their account(s) prior to those account(s) converting to Primerica, activity prior to conversion may not be reflected in your Net Investment and/or Portfolio Value amounts.

**Non-Retirement Detail**

Account Number: 234567891 Representative: John Doe  
Value: \$1,301.28

SALLY SMITH  
STAN SMITH JTWR05

A summary of all Non-Retirement Accounts will appear in a similar format to the Retirement Accounts.

(111) 8000-8483033 EXT 1168  
 PRIMERICA - INVESTMENT SERVICES - 11/13/17 09:28:11 AM

### • Accounts Found on the Quarterly Statement

If you receive multiple statements and wish to consolidate your accounts onto one statement, please contact one of our Customer Service Representatives for assistance. Specific rules may apply regarding consolidation of accounts.

### • E-delivery of Statements, Transaction Confirmation, Tax Forms, and Turbo Tax

You can sign up for Primerica's paperless option to have your account statements, transaction confirmations, and tax forms available online instead of delivered by mail. You will receive an email alert when statements are ready for review, transactions have posted to your account or when tax forms are available.

- Primerica statements, transactions and tax forms can be viewed online at any time. Statements and tax forms will be retained for at least seven years.
  - Primerica Shareholder Services also offers the ability for clients to download their tax filing information into the TurboTax tax preparation software.
  - To obtain the Turbo Tax feature, clients will need to sign up for E-delivery (see above).
- To learn how to enroll in E-delivery, please visit [www.shareholder.primerica.com](http://www.shareholder.primerica.com) or contact Shareholder Services at (800) 544-5445.

### • Date of Last Contact

It is imperative for Primerica Shareholder Services to have evidence of your account activity or have contact with you. Failure to do so may allow the state to liquidate your account. This is a legal process known as escheatment. State laws may vary regarding the custody of accounts but the time limit is typically three to five years. Please call Primerica Shareholder Services at (800) 544-5445 or log on to "Shareholder Account Manager" to access your account.

# Tax Forms We Provide

Each year, Primerica Shareholder Services will mail tax forms to shareholders confirming the information reported to the Internal Revenue Service for the tax reporting period.

## E-Notification of Tax Forms

You can sign up for Primerica's paperless option for tax forms. You will receive an email notification advising you that your tax forms are ready for viewing and printing from Shareholder Account Manager (SAM). You will then continue to receive your tax forms by e-notification unless you withdraw your election in writing.

The chart below provides a general description of the forms we provide.

Form	Why is it generated? <sup>4</sup>
<b>1099-D</b> (Also known as 1099-Div)	Generated on non-retirement accounts that have declared dividends and/or capital gains reinvested or paid in cash. Any non-taxable information is now reported on this tax form.
<b>1099-B</b>	Generated on non-retirement accounts that have had shares redeemed or exchanged during the tax reporting period. Cost Basis information is now reported on this tax form. Purchases made on or after 01/01/12 are now reported to the IRS.
<b>1099-R</b>	Generated on retirement accounts that have had distributions during the tax reporting period.  Note: Coverdell ESA distributions are not reported on this tax form.
<b>5498</b>	Generated when contributions, including rollovers, are made during the year. Also generated based on fair market value at year-end on Traditional IRAs, Roth IRAs, SEP IRAs and SIMPLE IRAs if no contributions or rollovers are made during that year. It also shows amounts converted to a Roth IRA and amounts recharacterized from one type of IRA to another.  Note: Coverdell ESA distributions are not reported on this tax form.
<b>1099-Q</b>	Generated for Coverdell Education Savings Accounts (ESA) that had distributions during the tax reporting period.
<b>5498-ESA</b>	Generated for Coverdell Education Savings Accounts (ESA) when contributions or rollovers have been received during the tax reporting period.
<b>1042-S</b>	Generated on accounts owned by non-resident aliens when taxes are withheld from dividends and capital gains reinvested or paid in cash.

**When is it sent out?****Is the form required for filing my taxes?<sup>4</sup>**

<b>Mailed no later than January 31 of each year.*</b>	Income reported on a 1099-DIV should be included with your income tax reporting.
<b>Mailed no later than February 15 of each year.</b>	Any gains or losses experienced by the selling or exchanging of shares should be included with your income tax reporting. This statement will provide the cost basis for the shares redeemed or exchanged from your account.
<b>Mailed no later than January 31 of each year.</b>	Distributions from retirement accounts may be subject to income taxes or penalties and should be included with your income tax reporting.
<b>Mailed no later than May 31 of each year.</b>	Contributions to your retirement accounts may be deductible, non-deductible, or may offset distributions thus reducing penalties or income taxes. Contributions or rollovers should be included with your income tax reporting.
<b>Mailed no later than January 31 of each year.</b>	Distributions from Coverdell ESAs may be subject to income taxes or penalties and should be included with your income tax reporting.
<b>Mailed no later than April 30 of each year.</b>	Contributions to your Coverdell ESA are not deductible or may offset distributions thus reducing penalties or income taxes. Contributions or rollovers should be included with your income tax reporting.
<b>Mailed no later than March 15 of each year.</b>	Money withheld due to non-resident alien status may be used to reduce income taxes in the shareholder's country of citizenship and should be included with income tax reporting.

\* If you receive a 1099-B tax form along with your 1099-DIV in a consolidated statement, then both tax forms will be mailed by February 15 of each year.



## ***Following Fund Prices Online***

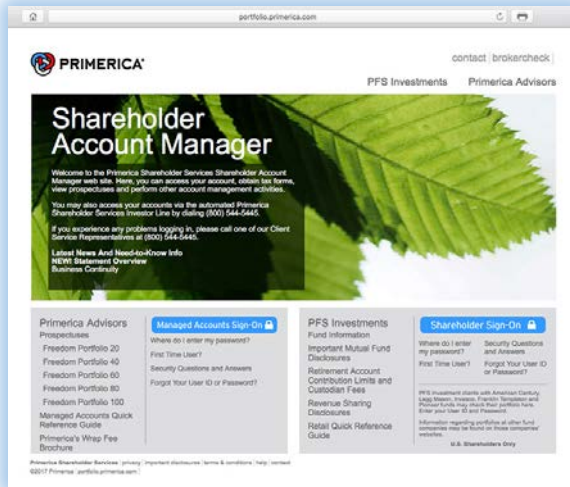
The daily price per share for each fund is calculated at the close of business of the New York Stock Exchange each day it is open for trading. You may find the daily prices for your funds on various online sources and on our website. Fund prices are also available through our toll-free phone system.

Although not all online fund listings are exactly the same, the following information will typically be displayed:

- **The abbreviated name of the fund.**
- **The Net Asset Value (NAV) per share. This is the price at which you may redeem your shares (less any contingent deferred sales charges if you have invested in class B shares. See your prospectus for details.)**
  - **To determine the daily value of your account, multiply the total number of shares in your account by the NAV.**
- **The change (Net Chg.) in NAV from the preceding business day's NAV price.**
- **The year to date rate of return (YTD % ret.) is the gain or loss expressed as a percentage rate.**

# Our Website: [www.shareholder.primerica.com](http://www.shareholder.primerica.com)

15



Primerica Shareholder Services provides access to view your account information over the Internet. Go to [www.shareholder.primerica.com](http://www.shareholder.primerica.com) and click on “Already a Client?” The Shareholder Account Manager is available 24 hours a day, 7 days a week. You may use our website to view general information and prices for each of the funds you own.

The website also allows you to create a login ID and password. Your ID and password will allow you to perform account maintenance and transactions using our website.

To access your account online, log into [www.shareholder.primerica.com](http://www.shareholder.primerica.com). Once you have entered the website, click on “Already a Client?” > then the “First Time User” link > then click on “Begin New Registration.” You are now ready to login using your ID (your account number) and Password (your temporary PIN will be your date of birth). You will be required to enter the following information:

- Your Account Number located on the New Account Confirmation
- Your Tax ID Number or Social Security Number (Enter your Tax ID number associated with your account (XXX-XX-XXXX))
- Your ZIP Code (Enter the 5 digit ZIP code associated with your account mailing address)
- Your PIN (Your temporary PIN will be your date of birth entered as MM/DD/YY)

Services offered through the Website include:

- View account balance
- View account history
- View investment allocation
- View fund price and performance information<sup>5</sup>
- Process financial transactions
- View and order tax forms
- Maintain account options
- Update your investment objective
- View Primerica Representative contact information
- View Account Transcript
- View Money Market Checks

# How to Make Additional Investments

Primerica Shareholder Services gives you several options to make additional investments into your account.

## • Pre-Authorized Checking (PAC)

You can make regular investments without having to mail a check each month by authorizing us to draft your bank account. Legg Mason Funds minimum monthly investment is \$50 per fund position. The minimum monthly investment amount for Pioneer, Invesco, American Century, and Franklin Templeton Funds is \$25 per fund position. For information on how to establish a PAC, contact one of our Customer Service Representatives.

You may increase your investment purchases systematically through the Automatic PAC Increase Plan. This plan allows you to take greater advantage of systematic investing by automatically increasing your bank draft quarterly, semi-annually, or annually by a specific percentage or dollar amount without having to contact us.

PSS will charge a returned purchase fee of up to \$30 to the shareholder's PSS account for each regularly scheduled PAC returned by the shareholder's bank, or any purchased check returned by the issuing bank.

## • Electronic Investments

You may also make additional single investments directly from your bank account\* using our electronic investment feature. Electronic investments receive the next calculated price per share once the funds have been received by Shareholder Services. Simply call one of our Customer Service Representatives at 800-544-5445 or log on to [www.shareholder.primerica.com](http://www.shareholder.primerica.com) to initiate an electronic investment.<sup>6</sup>

## • Additional Investments

You may mail in additional investments to your account at any time using the following methods:

- **Submitting an investment check with the NASDAQ symbol and 9-digit account number written on the check.**
- **Submitting an investment check with a completed Invest-By-Mail form for the desired fund account.**

Investment checks must be made payable to Primerica Shareholder Services. Checks that are to be divided among multiple funds or accounts must have specific instructions regarding their allocation. Please mail your investment to the address on page 3.<sup>11</sup>

## • Fund Mergers

The board of directors of a fund may decide to merge a fund into another fund (in the same fund family) with the same investment objective. If you submit an additional investment for a fund that has merged to another fund, Primerica Shareholder Services (PSS) may make your investment in the new merged fund. Your investments may continue to be invested in the new merged fund unless you notify PSS otherwise.

## • Additional Investments for Retirement Plans

When investing in a retirement plan account, it is important to be familiar with the allowable contribution limits (imposed by IRS rules and guidelines) for a given tax year.<sup>11</sup> Making excess contributions to your retirement plan account may result in additional tax penalties being



charged to you if not removed according to IRS rules. You should promptly remove any excess contributions made to avoid the excess tax penalties.

*Third-party checks and starter checks are not acceptable forms of purchase instruments for investment into mutual funds. Primerica Shareholder Services will not accept third-party checks, money orders or starter checks as a payment type for your investment.*

## How to Redeem Shares from Your Account

### • Redemption Methods

You may redeem shares from your accounts using the following methods:

- **Written Instructions – For most account types, you may submit a letter of instruction or contact a Customer Service Representative for requirements and a redemption or distribution form.<sup>7</sup>**
- **Telephone Transactions<sup>8</sup>**
- **Internet<sup>8</sup>**
- **Interactive Voice Response Unit**

### • Express Service

Shareholders may elect to have their redemption check sent by express mail. Fees associated with express mail can be found on the Redemption/Distribution Form or by contacting our Customer Service Center. The express mail fee will be deducted from your account at the time of redemption/distribution.

### • Redemption Requirements

Requirements for redemptions will vary according to account types and your specific instructions. However, the guidelines below apply to all redemption requests.

- **Redemptions are processed using the next calculated net asset value (NAV) after the request has been received in good order.**
- **Requests for more than \$100,000 per fund position must be in writing and require a Signature Guarantee.**
- **If a non-Medallion signature guarantee is received, processing your request may be delayed. Medallion Signature Guarantees can be obtained from full service brokerage firms and most FDIC insured banks.**
- **Redemptions from retirement plan accounts must include reason for distribution and federal tax withholding instructions.**
- **For Retirement Plan Distributions, if you elect Federal Tax Withholding and you reside in a state that requires mandatory state withholding, State Withholding will also apply to your distribution. The state withholding rate is based on your resident state's requirements.**
- **All distributions from a 403(b)(7) account will require an Employer or Third Party Administrator approval and be submitted on a 403(b) redemption form (POL-21) available from the website or by calling Shareholder Services.**
- **Class B share accounts may be subject to a contingent deferred sales charge.**
- **If the address of record has been changed within the past 30 days, a Signature Guarantee is required for redemption processing.**



## • Signature Guarantees (Financial Institutions Bond Coverage)

Financial institutions providing Medallion Signature Guarantees have surety bond coverage that protects the transfer agents from “bad” guarantees. Primerica Shareholder Services will not accept a request to process a transaction that exceeds the financial institution’s bond coverage. Please verify with your financial institution their amount of bond coverage to determine if the institution’s bond will cover your requested redemption amount.

## • Cost Basis (for Non-Retirement Plan Accounts)

IRS regulations will require Primerica Shareholder Services (PSS) to begin reporting certain information relating to any taxable capital gains or losses you realize on redemptions of your mutual fund shares. The new reporting requirements will go into effect for any mutual fund shares acquired by you on or after January 1, 2012 (“covered shares”).

The default method PSS will use for calculating your cost basis will be average cost. If you wish to choose another method, you may contact our Customer Service Center (see page 3) regarding information on how to change your method.

## • Systematic Withdrawal Plan

A Systematic Withdrawal Plan (SWP) provides you with a convenient method to redeem shares on a regular basis for a pre-determined dollar or share amount. With SWP, regular redemptions may occur on a monthly, quarterly, semi-annual, or annual basis and on any day you choose. To establish this service, please refer to your fund’s prospectus for details. All SWP requests must be submitted on the appropriate SWP form.

Certain funds may have restrictions, refer to your prospectus for further details.

## • Check Writing

Check Writing is available in certain funds for non-retirement accounts, accounts not subject to a contingent deferred sales charge and accounts not subject to backup withholding with the IRS. For information on how to establish Check Writing, please contact our Customer Service Center. Primerica Shareholders Services’ Check Writing policies are:

- **To place a checkbook order, your account value must be at least \$100.00**
- After the initial checkbook order, additional orders can be made after you have written 8 or more checks from the previously issued checkbook.
- Primerica Shareholder Services (“PSS”) will revoke check writing privileges on an account when a registered owner has 3 returned checks. PSS will provide the following written notifications to the shareholder:
  - First Returned Check - shareholder is notified of the Check Writing Policy and informed of alternatives to the check writing privilege.
  - Second Returned Check - shareholder is again notified of the Check Writing Policy, warned that check writing privilege will be revoked on submission of another non sufficient funds check, and again, informed of alternatives to check writing privilege.
  - Third Returned Check - shareholder is notified that the check writing privilege is revoked, that unused checks should be destroyed and that no additional checkbooks will be issued.

If a shareholder believes that a returned check was wrongly denied, the shareholder has 14 days from the date of the shareholder notification to notify Primerica Shareholder Services of a request for dispute resolution.

The check writing privilege may be amended or terminated at any time by the mutual fund, PSS or the bank.

Western Assets Liquid Reserves and the Western Assets Tax Free Reserves charge fees for the check-writing privilege. Each fund assesses (i) a per-checkbook fee and (ii) a return check



fee on each check drawn against insufficient funds/shares. These fees will be charged to your account. Please refer to your fund's prospectus for additional information regarding the check writing privilege.

### • Direct Deposit

Direct Deposit is an option that allows funds to be sent directly to your bank account.<sup>6</sup> Direct Deposits can be utilized on accounts with an established Systematic Withdrawal Plan, Dividends and Capital Gains that are paid in cash, and redemptions made by phone or in writing.<sup>9</sup>

### • Reinstatement/Reinvestment Privilege

Certain mutual funds allow shareholders who have redeemed shares of the fund to reinvest at Net Asset Value all or a portion of the redemption proceeds within a certain time period (into the same share class or to another share class specified by the fund company). Please review your fund's prospectus to see if this option is available for your fund and the time period allowed for reinvestment.

### • Retirement Plan Redemptions

- If you redeem money from a retirement plan account, you may roll the redeemed assets back within 60-days of receipt of the redemption proceeds.
- The IRS allows an IRA owner only one rollover in every rolling 12-month period (regardless of how many IRAs you may own).
- You may not rollover any of your required minimum distribution payout.

### • Redemption/Exchange Fees

Your account may be charged a redemption or exchange fee if the shares you are redeeming or exchanging (selling shares of one fund to purchase another) have been held for less than a specified time period (specified by the fund - example: shares held for less than 30 days may be charged a 2% redemption/exchange fee). Please refer to your fund's prospectus regarding short term trading fees associated with redemptions/exchanges.

### • Retirement Plan Account Fees

**PFS Investments Inc. Annual Custodian Fee:** This fee is charged to certain retirement plan accounts in order to cover expenses incurred in the custodial management and tax reporting of the accounts.

- Up to \$50<sup>00</sup>
- Charged once per calendar year per account number

**PFS Investments Inc. Termination Fee:**

This fee is charged on full distributions. The fee is also charged on full liquidation of premature distribution (prior to age 59 ½) and on all outgoing Transfer of Assets.<sup>10</sup>

- Up to \$50<sup>00</sup>
- Charged per account number
- Charged with closure of last retirement plan account

### • Retirement Plan Beneficiary

It is important to review your beneficiary information periodically so if or when circumstances arise (i.e. death or divorce), PSS has the correct beneficiary information on file prior to such circumstance. You may verify your beneficiary designation by logging on to Shareholder Account Manager (SAM) or contacting our Customer Service Center.

# How to Exchange Shares Within Your Account

## • Exchanges

As your investment objectives change, you may choose to move shares from one fund to another fund within the same share class and fund family. You may do this by:

- **Submitting an exchange request form to Primerica Shareholder Services**
- **Contacting a Customer Service Representative, if you have elected Telephone Transaction Privileges, or**
- **Accessing [www.shareholder.primerica.com](http://www.shareholder.primerica.com), if you have elected Internet Transaction Privileges**

Certain funds may have restrictions, refer to your fund's prospectus for further details. Your fund's manager may determine that a pattern of frequent exchanges is detrimental to the fund's performance and to other shareholders.

- **If the fund detects a pattern of excessive exchanges in and out of a fund or a pattern of excessive redemptions and purchases into a fund, the fund may limit or prohibit additional purchases and/or exchanges for the shareholder.**
- **The fund reserves the right to suspend exchanges and purchases without notice to the shareholder.**
- **Refer to your fund's prospectus for further details.**

## • Systematic Exchanges

You may automatically exchange shares of one fund for shares of another fund in the same fund family and share class. You may also automatically exchange shares from one account to another account with the same registration, share class and fund family. Systematic exchanges can be done on a regular basis (monthly or quarterly). Electronic or Telephone Transaction Privileges allow you to exchange up to \$500,000 between existing accounts with the same share class, same fund family and like registrations. Refer to your fund's prospectus for further details and/or possible tax consequences.

# Other Account Management Services

## • Reduced Sales Charge

Shareholders may take advantage of the following options in order to reduce sales charges:

**Rights Of Accumulation (ROA)** – By linking your account with those of other members of your household, you may qualify for a reduction in sales charges based on your combined account value within each fund family. Please refer to your fund's prospectus for details regarding eligibility and reduced sales charges.

**Letter Of Intent (LOI)** – An LOI entitles you to a lower sales charge by agreeing to submit a certain dollar amount of investment purchases within a 13-month period. Please refer to your fund's prospectus for details regarding reduced sales charges.

Reduced sales charge programs apply to fund positions within the same fund family only. Please refer to your fund's prospectus for details.

The fund company designates the person(s) eligible to be linked for Rights of Accumulation or Letter of Intent. Please refer to your fund's prospectus for persons eligible to be linked for Rights of Accumulation or Letter of Intent.

## • Dividends and Capital Gains Distribution Options

You may increase the number of shares you own in your account by automatically reinvesting your dividends and capital gains distributions at the net asset value without paying a sales charge. If you have a non-retirement account, you may elect to have your dividends and capital gains distributions paid in cash or reinvested into another account within the same share class and fund family. Dividends and capital gains distributions that are less than \$10.00 will automatically be reinvested into your account.

## • Certificated Shares

Primerica Shareholder Services does not offer mutual fund shares in certificated form. If circumstances require you to receive shares in certificated form, please contact your Primerica Representative for available options.

## • Unclaimed Property

**Unclaimed Property Notice** - Your state may require that the shares in your account be transferred (escheated) to the appropriate state authority if no activity occurs in your account within the time period specified by state law. Primerica Shareholder Services will provide written notice to the address of record for your account prior to any such transfer taking place.



1. The fund number can be used to access fund prices and dividend information through our Interactive Voice Response Unit.
2. Regularly occurring transactions such as pre-authorized check drafts, dividend or capital gain reinvestments, share conversions, and systematic withdrawals or exchanges will be confirmed on quarterly statements rather than transaction confirmations.
3. You may be eligible for breakpoint discounts based on the size of your purchase, current holdings, or future purchases. The sales charge you pay may differ slightly from the rate stated in the Prospectus due to rounding calculations. Please refer to the Prospectus, Statement of Additional Information, or contact your Representative for further information.
4. The information in this column is intended to be a general guideline. Shareholders should consult a tax professional regarding their specific tax filing requirements. Shareholders can also view tax forms at [www.shareholder.primerica.com](http://www.shareholder.primerica.com)
5. Does not require password. You are responsible for the confidentiality and security of your Login ID and password. It is always a good practice to periodically change your password. Transaction processing using the Web is only available on authorized accounts for shareholders who have elected full Internet transaction privileges.
6. Bank account must be on record with Primerica Shareholder Services.
7. The following account types require redemption requests to be submitted in writing: 403(b)(7), certain trust registrations, business, corporate, church, sole proprietorships, partnerships, and any other account types that require additional legal documentation to redeem or exchange funds. If you submit a written request for a 403(b)(7) redemption, those requests must be submitted on the 403(b)(7) distribution form for 403(b)(7)s.
8. Available for shareholders that have Electronic and/or Telephone Transaction Privileges on their account and for redemptions that do not require a signature guarantee or additional documentary evidence.
9. Bank account must be on record with Primerica Shareholder Services or a signature guarantee will be required at the time of your request.
10. Contact a Customer Service Representative at 1-800-544-5445 to confirm applicable fees.
11. Traditional or Roth IRA contributions made between January 1 and the tax filing deadline (generally April 15) each year may be counted toward the prior tax year only if clearly indicated.





Investments offered by PFS Investments Inc.  
Primerica and PFS Investments are affiliate companies.

## Primerica Shareholder Services

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